

**PRETTY LYN D. GAPO**

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**QAULIFICATIONS**

* Efficient on resolving inquires and complaints professionally and to prioritize issues.
* Experienced on dealing with data from maintaining account information to generating reports.
* Handy of using such as Microsoft office and excel to create reports and carry out administrative tasks.
* Effective on achieving results with accuracy and precision.
* Proficient on dealing with people.

**SKILLS**

* Active Listening
* Communication skills
* Computer skills
* Customer service
* Interpersonal skills
* Management skills
* Problem solving
* Time management
* Transferable skills
* Attention to detail
* Numeric aptitude

**WORK EXPERINCE**

**P.J.LHUILLIER INC.**

**BUSINESS & CLIENT RELATIONS ASSOCAITE**

Cagayan De Oro City, Philippines (Sep.2018-Feb.2020)

Duties & Responsibilities

* Interact with clients to clearly understand their requirements and provide appropriate services.
* Maintain frequent communication and follow-up clients.
* Build positive and long-term client relationships for business growth.
* Prepare daily, weekly and monthly reports.
* Analyze and resolve client concerns in timely and professional manner.
* Provide excellent client support and ensure client satisfaction.
* Escalate and discuss complex client issues with management for resolutions.
* Follow company standards and ensure high quality and productivity.
* Maintain high level of professionalism and competence when dealing with clients.

**OPPO PHIL**

**SALES REPRESENTATIVE**

Cagayan De Oro City, Philippines (Apr.2018-Aug.2018)

Duties & Responsibilities

* Meeting or exceeding sales goals.
* Negotiating all contracts with prospective clients.
* Preparing weekly and month reports.
* Understanding and promoting company programs.
* Answering client questions about credit terms, products. prices and availability.
* Follow up clients and potential clients to evaluate needs or promote products and services.

**On The Job Training**

Zamboanga Sibugay, Philippines (Nov.2017-Feb.2018)

Duties & Responsibilities

* Research applicant credit status and current financial position.
* Prepare and maintain all paperwork for existing and new loan disclosure
* Understand what type of loan did clients needs.
* Assist every transaction regarding loan processing.
* Answering calls and responding customer inquiries.

**3J’s BAKESHOP**

**HEAD CASHIER**

Zamboanga Sibugay, Philippines (Apr.2015-March.2017)

Duties & Responsibilities

* Oversee cash transactions.
* Resolve cash tills at the end of every shift.
* Maintain a positive work environment.
* Communicate clearly and openly with customers.
* Provide efficient and accurate sales.
* Listen to customer complaints and questions.

**EDUCATION**

**DR. AURELIO MENDOZA MEMORIAL COLLEGES**

Zamboanga Sibugay, Philippines

June 2014 - March 2018

**PROFESSIONAL SUMMARY**

**REFERENCES**

* Bachelor of Science in Business Administration Major in Marketing Management.
* Well experienced and accomplished a variety of tasks, such as giving quotes, assisting customers, updating records, handling financial securities and preparing various financial forms. Emphasized problem solving abilities, strong math skills, good communication skills and being oriented towards customer satisfaction.
* Character reference available upon request.

I hereby certify that all information stated above are true and correct thru the best of my knowledge and belief.

PRETTY LYN D. GAPO